
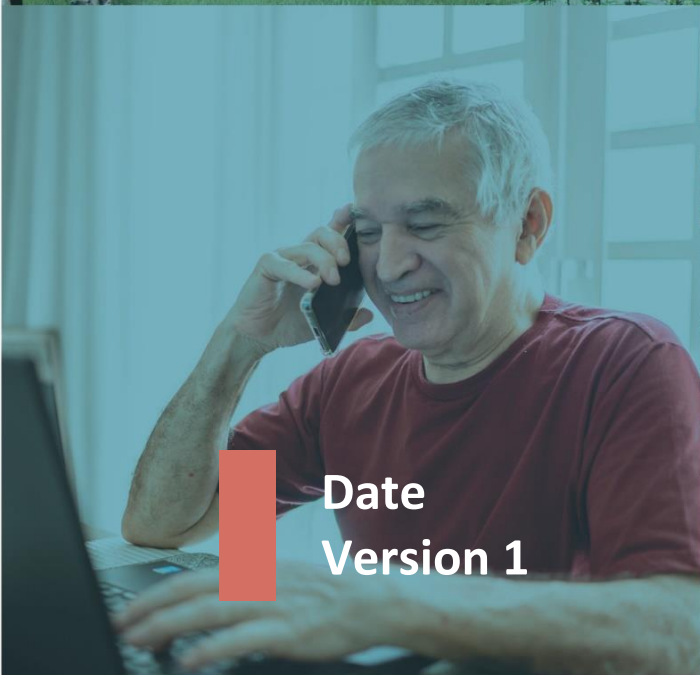


# Milton Keynes City Council Portal User Guide.



How to use the Adult Social Care  
Portal



Date  
Version 1

# Overview

The Milton Keynes City Council Adult Portal is an easy to use, secure space where you can complete and send forms directly to Adult Social Care.

The first time you complete a form you will need to register for a Portal Account. It is quick and easy to register for an account, you will need to provide your given/birth name (First name & Surname) and an email address.

For security, each time you wish to access your Portal Account you will need to login.

# Recommendation

It is recommended that you print or save a copy of any form completed and submitted to Adult Social Care as it will only be saved for a period of 30 days.

# Navigating the Portal

When you access the Portal, you will come into the Portal home page containing various tiles **(these may be subject to change)**.

# Welcome to Milton Keynes Adults Portal

> [Information, Advice and Community Directory](#)



Whether you're looking for yourself, family or a friend you can find up-to-date information on help available.

> [Adult Social Care Support](#)



If you think you have care and support needs, you may be entitled to a care needs assessment and support.

> [Support for Carers](#)



If you provide unpaid care to someone who is over the age of 18, find out what support is available.

> [Adult Safeguarding](#)



If you have concerns about abuse or neglect, find out how to report concerns and what we do to prevent it.

> [Occupational Therapy](#)



If you have a mobility problem or disability, which makes it difficult to get around or do everyday tasks you may be eligible to equipment and adaptations.

> [Deprivation of Liberty Safeguards \(DoLs\)](#)



These safeguards are in place to protect a person who lacks the mental capacity to make decisions about the care or treatment they need.

> [Housing Support](#)



If you need advice on how we can help with your housing situation.

> [Portal Help](#)



User guides to support you in using the Adults Portal

## Information tiles.

Selecting the information tiles will open new windows giving you access to a variety of information and support services for adults in Milton Keynes. Selecting a tile will open a new window showing related information.

> [Information, Advice and Community Directory](#)



Whether you're looking for yourself, family or a friend you can find up-to-date information on help available.

> [Adult Social Care Support](#)



If you think you have care and support needs, you may be entitled to a care needs assessment and support.

## Service Specific Tiles/Areas

Selecting a service specific tile will open a new page within the current window giving access to additional information (new tiles).

<p>&gt; <a href="#">Complete an Adult Social Care Referral online</a></p>	<p>&gt; <a href="#">Community Alarm Service (Telecare)</a></p>
	
<p>or call the Access Team on 01908 253772</p>	<p>This is the Alarm system and sensors (telecare help manage risks and well-being, monitored 24 hours a day, 365 days a year)</p>
<p>&gt; <a href="#">Supported Housing for Older People and Supported Housing for Older People with care</a></p>	<p>&gt; <a href="#">Local Health Services</a></p>
	
<p>Information about Walking/Mobility Aids, Continence services, and District Nurses</p>	<p>Information about Walking/Mobility Aids, Continence services, and District Nurses</p>

When you select these tiles you will be taken to a specific page within the current window with further options. To go back to the main screen, you will need to use your back browser arrow.

## **Registration (Do I need to register?)**

You can use the portal for information, advice and signposting, you do not need to register unless you want to submit a form for example to request an Adult Social Care Assessment etc.

Upon completion of the referral form you will be asked to login or register.

## Secure login - step 1

New to Milton Keynes City Council Portals? [Register for an account here](#) or use the button below.  
Already using Milton Keynes City Council Portals? Sign in below.

### Existing users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten password?](#)

### New users

If you're new to Milton Keynes City Council Portals, sign up for an account here

New users should select register for an account on the right hand side of the screen.

A new page will appear, please complete all fields and then select next. You will then be prompted to enter an email address and enter/confirm a password ensuring the password meets the criteria on the right hand side

Email address \*

Password \*

Confirm password \*

### Password policy

Your password must meet the following requirements:

- It must be at least 12 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.
- It must be different to your current password
- It must be different to your previous 8 passwords.

[View the list of special characters:](#)

Once you have signed up for an account you will receive an email with a unique code to enable to you to activate your account.

## Set up your Portal Account

Our Social Care Team has sent you a request to set up a Portal Account.

Your Unique Code is **MK-0000000004**. Please contact your social worker with this number for your account to be activated. Once complete this will allow you to have interaction with your allocated worker/s, and will allow them to publish copies of forms to you via the portal.

Many Thanks

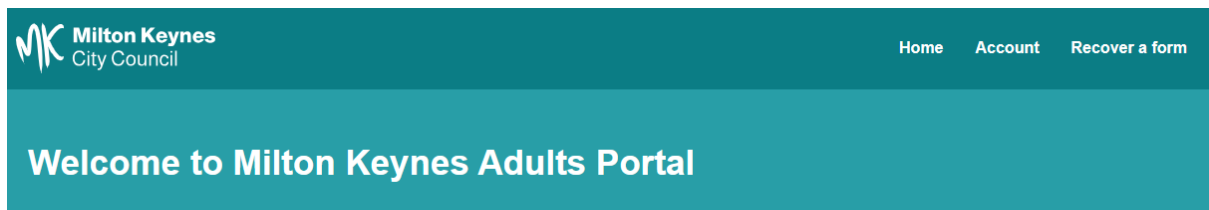
Milton Keynes City Council, Adult Services

Enter the code into the portal page and select finish.

You will now be in the main page of the portal and can navigate with the areas or complete any of the forms within the site.

## How to log into your account.

Access the portal home page and select my account from the top right



Then enter the registered email address and password

Existing users

Email

Password

Please enter your password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten password?](#)

You will then be emailed a verification code to confirm your identity.

Thank you for using Milton Keynes City Council Portals. Please enter the following code on the login verification page:

1322 1395

Many thanks,  
Milton Keynes City Council Portals

Enter the code and then select finish.

